



GENERAL ORDER ADM-60 VOLUNTEER IN POLICE SERVICE PROGRAM

EFFECTIVE APRIL 18, 2019

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I. POLICY

In an effort to encourage the participation and partnership between the Howard County Department of Police (HCPD) and the citizens of Howard County, the HCPD will utilize the services of citizens based upon their skills, training, and time available to perform volunteer tasks under the direct supervision of designated HCPD employees.

II. SCOPE OF AUTHORITY

- A. Police volunteers¹
 - 1. Are not police officers;
 - 2. Do not have the same rights, privileges, or authority of sworn officers; and
 - 3. Shall not engage in activities outside the specific training they receive from the Department.
- B. Guidance for some volunteer programs, including their specific roles and scopes of duty, may be found in separate written directives, including but not limited to:²
 - 1. Animal Shelter Assistants: Standard Operating Procedure SOP AC-04, Animal Control Volunteer Program.
 - 2. Police Auxiliary: General Order OPS-29, Police Auxiliary, and the Auxiliary Manual.
 - 3. Police Chaplains: General Order ADM-08, Police Chaplain Program.
 - 4. Volunteer Mounted Patrol: Volunteer Mounted Patrol Manual.

III. VIPS PROGRAM COORDINATOR

- A. The Employment Services Division (ESD) Commander or his designee will serve as the Volunteer in Police Service Program (VIPS) Coordinator and be responsible for the development of appropriate procedures for the effective integration of volunteer services within the HCPD.

¹ CALEA 45.3.1a

² CALEA 45.3.1b

- B. The VIPS Coordinator shall:
 - 1. Maintain a detailed listing of all approved volunteer positions within the HCPD;
 - 2. Develop and/or modify all program participant assignment descriptions;
 - 3. Manage the recruitment, screening, background investigations, selection, and training of volunteers.
 - 4. Assess volunteer skills and place qualified volunteers in duties best suited to their abilities.
- C. Volunteer identification cards will be managed by the Management Services Bureau (MSB).
 - 1. Volunteers will be issued a distinctive photo identification card.
 - 2. The card will be worn on the outer clothing at all times when volunteering within an HCPD facility and when representing the HCPD.
 - 3. Identification cards shall be returned when the volunteer withdraws from the program or is otherwise dismissed.

IV. VOLUNTEER PLACEMENT PROCESS

- A. Supervisors interested in utilizing volunteers will submit HCPD Form 5200, Volunteer Request Form through the appropriate channels and forward it to the Employment Services Division.
- B. The ESD may assist in the advertisement, recruitment, and coordination of volunteer selection.
- C. Job announcements shall be posted to the HCPD website and include a description of the duties, responsibilities, requisite skills, educational level, and other minimum qualifications or requirements.
 - 1. Announcements will be provided in print and online for volunteer positions.
 - 2. When feasible, job announcements will be posted with community service organizations and/or the VIPS coordinator will seek cooperative assistance from key leaders within the community.
 - 3. The HCPD will be advertised as an Equal Opportunity Employer (EOE) on all announcements.
- D. Volunteers interested in filling an existing position will be required to complete HCPD Form 5201, Volunteer Application.
 - 1. Volunteers must be at least eighteen (18) years of age.
 - 2. The ESD will screen the application and make the decision to accept or reject the volunteer applicant from further applicant processing.
 - a. Applications shall not be rejected based solely on minor omissions or deficiencies that can be corrected prior to any testing or interview process.
 - b. All elements of the selection process shall be administered, scored, evaluated, and interpreted in a uniform, impartial manner.³

³ CALEA 31.4.3
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3. The ESD will assign a Background Investigator for additional screening if the application is accepted. The ESD shall determine the appropriate background investigation components depending on the specific assignment and/or position.
 - a. Screening may include a criminal records check, fingerprint cards, and a Motor Vehicle Administration (MVA) check.
 - b. A valid photo identification and birth certificate may be required from applicants.
 4. The ESD will make written notification to the applicant within thirty (30) days in the event of rejection.⁴
 5. Commanders will receive notification from ESD staff when a volunteer is selected and assigned to fill a volunteer position.
- E. All volunteers are required to sign the Howard County Volunteer Agreement, available on the HCPD share drive in the T:Forms folder, prior to their first volunteer shift. A copy of the form will be maintained by ESD.
- F. Training
1. All volunteers will receive an orientation that includes a general outline of the program's description and the duties and responsibilities of the volunteer.
 2. Each volunteer will receive on-the-job training as directed by the Division, District, or Bureau Commander. Training shall include specific tasks to be performed within the designated assignment.
- G. Supervision
1. A supervisor will be assigned to manage each volunteer.
 2. Any supervisory problems should be discussed with the appropriate District, Division, or Bureau Commander for resolution.
 3. Any performance issues or concerns with a volunteer should be brought to the attention of the ESD Commander or his designee.

V. INSURANCE PROTECTION FOR VOLUNTEERS

- A. Liability coverage for volunteers against whom claims or suits are filed will be in accordance with the provisions of the Local Government Tort Claims Act, Maryland Annotated Code Section 5-301 et seq. of the Courts and Judicial Proceedings Article, so long as the volunteer is acting within the scope and authority of his volunteer duties.
- B. Volunteers are generally responsible for their own insurance and medical expenses. Volunteers are not covered under Workers' Compensation for injuries sustained during the course of volunteer activities with the exception of the Police Auxiliary. A commercial insurance policy for accidental injuries may be provided to Police Auxiliary, VMPs, and Chaplains.

VI. RECOGNITION

- A. Supervisors will prepare a list of volunteers who are eligible for formal recognition for their services.

⁴ CALEA 31.4.5
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1. The Awards and Commendations Board will review the list and recommend appropriate awards to the ESD. See General Order ADM-05, Awards and Commendations, for additional information.
 2. Awards will be presented at the annual HCPD awards ceremony.
 3. Supervisors are encouraged to report superior and special services provided by a volunteer to the ESD commander or his designee.
- B. Formal recognition and awards criteria for volunteers include but are not limited to:
1. Yearly Service Awards for 100, 250, 500, and 1,000 hours of service.
 2. The volunteer's respective District, Division, or Bureau can recognize other significant contributions.

VII. CORRECTIVE ACTION

- A. If a volunteer exhibits behavior that is inappropriate, his supervisor shall immediately address the actions.
- B. If the actions or behavior are correctable, the supervisor should initiate an interview immediately. The supervisor will document the incident and interview, and forward a memorandum to the ESD Commander for review and filing.
- C. If the behavior continues or the behavior is such that dismissal is appropriate, the volunteer will be interviewed by the Commander to which the volunteer is assigned. The Commander may then recommend to the ESD Commander what action should be taken. The ESD Commander is authorized to recommend the dismissal of a volunteer, however, only the Chief of Police or a Deputy Chief of Police may make the final decision.

VIII. RECORDS⁵

- A. All regulations for security and confidentiality of records and selection process materials as described in General Order ADM-63, Selection of Civilian Personnel, shall apply to volunteers.
- B. Records retention of volunteer personnel information will be as noted in General Order ADM-63, Selection of Civilian Personnel.

IX. CANCELLATION

This General Order cancels and replaces General Order ADM-60, Volunteer in Police Service Program, dated December 11, 2009.

AUTHORITY:



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⁵ CALEA 31.4.6